

Community Customer Spotlight

July 2021



Kumar Kedre

Grand Island Regional Medical Center (Nebraska, USA)

Products Used:

- Radiology Solutions 14.0
- Cardiology Solutions 14.2

Position Role / Title:

- Kumar is the Enterprise Imaging Systems Administrator at Grand Island Regional Medical Center

Time at position

- At time of this interview, Kumar has been with Grand Island Regional for one year (Grand Island Regional is a new facility).



Educational background

- Bachelor of Computer Application
- ITIL Certified
- CIIP certified
- Certified ScrumMaster (CSM)
- Currently studying with Harvard Business School online

We sat down with Kumar Kedre from Grand Island Regional to discuss more about his current role, his experiences and where he sees things going in the future of imaging.

Question 1: As an Enterprise Imaging Administrator, are you more on the IT or the Clinical side (or both)?

[Kumar] It's true that the PACS Admin role can fit in an IT or Clinical role, however my background is more on the IT side. I started my career as PACS analyst, then I became a PACS Admin, then I was in more of a consultant role, and now here I am as an Imaging System Administrator. So it was primarily IT, even though of course I work mostly with our clinical users.

Question 2: When did you go live with the above products?

[Kumar] We went live with both Radiology Solutions and Cardiology Solutions in the summer of 2020. Some Cardiology components are still being implemented. We went live with Cardiology Solutions module by module – we started with Echo, EKG, Nuc Med. We haven't yet gone live with the vascular module.

[Interviewer] Was it challenging going live with so many products at once? I can see it was necessary due to being a new facility.

[Kumar] Of course anything new will lead to its own hurdles and challenges. Being new to the hospital, learning the multiple applications, implementations, working with and coordinating multiple vendors was sometimes challenging. Probably the biggest challenge has been coordinating with various vendors, collaborating, meeting with each vendor, meeting each other's SLAs (Service-Level Agreements), and understanding that this is what will make the go live successful.

[Interviewer] How did the go lives go from the network / bandwidth side of things?

[Kumar] We didn't run into any infrastructure / IT issues. The primary challenge was front end, application, configuration and coordinating integrations between multiple vendors. We bought most equipment from Change Healthcare. This included our servers, archives, workstations and BARCO monitors. All hardware as well as services was bought from Change Healthcare. I think this really lessened those types of issues.

[Interviewer] What versions did you go live with?



[Kumar] Radiology Solutions 14.0 and Cardiology Solutions 14.2

[Interviewer] Were you nervous at all, going live with products that had more recently become GA (Generally Available)?

[Kumar] There were challenges, but I don't think they were version related. It was more along the lines of normal implementation challenges. As per usual you have to go through the testing processes, user training, configuration changes, etc. This is all normal and expected for implementing a new application on site.

Question 3: What is one thing you wish you knew sooner that you now know in your current role?

[Kumar] When I started at this facility, I didn't know Change Healthcare PACS, so that would've been helpful! But I had a lot of other PACS background and experience. Now that I have Change Healthcare PACS experience under my belt, that can be added on to my experience and make additional implementations easier in the future.

[Interviewer] After having worked with other vendors and being familiar with other PACS systems even though they weren't Change Healthcare, do you feel that this experience helped you?

[Kumar] Yes, most PACS systems and architecture are similar, they just have a slightly different look and design. So it was easy to transition, and the implementation team was very helpful – they walked us through all the steps and trained us all online. It was so great not having to fly, they were able to assist with all of that remotely.

[Interviewer] So both your go lives took place during the COVID-19 pandemic, and so your training was completely remote?

[Kumar] Most of it was online, at certain times we had some onsite support; things changed with COVID week to week and we were following those guidelines. But most training was provided remotely. I will be taking further remote training in a couple of weeks (ASM 220 – Radiology Solutions Architecture & Support Course), and then one of my coworkers is attending remote training right now (Cardiology Solutions – Cognos Reports Course).

[Interviewer] How do you find the spacing of the training and what is it like being trained remotely?

[Kumar] That's a good point – it's beneficial for both sides, both the customer and the vendor. We didn't have to fly, we were able to take the training online from home. So we were able to take care of the urgent issues that may come up during training. It was cost saving as well – we didn't need to worry about paying for flights, hotels, etc. So that was really helpful. With the last training I attended, the trainer was really great. He walked me through all the steps for the various features during the live training.



Question 4: What is the hardest thing about your current role?

[Kumar] It really comes back to vendor management and working with so many vendors. I support all imaging, which includes Cardiology, Radiology and anything imaging-related. So I have to deal with all the different vendors, not just Change Healthcare. We need all the vendors in order to make the system work and provide services for the patient. Meeting the various vendors' SLAs, dealing with multiple Support Portals, etc. is challenging. Imagine! Walking into the Apple store and not being able to get your laptop, iPad, headset, etc. at the same time. Imagine that instead you have to go to Walmart for one thing, Best Buy for another, etc. Not having a one stop shop for everything makes things challenging. I need to go to multiple companies to make our various systems work correctly for our users.

[Interviewer] That's something we as a company may not often think about, regarding multiple vendors and the coordination that must go into every project from a customer perspective. Is there anything else you find challenging?

[Kumar] In addition to supporting the cardiologists, radiologists, technologists, etc. we also have to work with other business partners in Nebraska state; we need connectivity, the ability to exchange images and reports and so on. We've only been operating for one year now, so the challenge now is working to expand and spread those services as well as gain connectivity with other hospitals and providers.

Question 5: What is something you love about your position and your day-to-day tasks?

[Kumar] What I love about my job is the big contribution to patient care and healthcare, as well as the contribution to the community. It's also really cool being able to learn all the new technology and learning the various clinical applications. So making a contribution and having a positive impact on patient care are what I love, as well as to never stop learning.

Question 6: What changes would make your role easier? This can be subjective, workflow, product based...

[Kumar] If I had anything I could change or improve upon, I would love to have a unified monitoring system / dashboard where I can see everything that's going on with our system. That includes interface issues, communication issues between vendors, volume reporting, bug reporting, proactive monitoring and so on. Having that sort of dashboard reporting and unified system that controls and monitors every system would mean I wouldn't need to toggle between multiple systems looking for errors or issues. I could simply look at a single dashboard that would provide what I need for my primary role is which is resolving issues and taking care of urgent / critical items and outages.

I've created something like this in the past with different products (working with developers, coders, setting up API integrations, etc.). This is definitely something I would like to take on and build again. We require that visibility into all our systems, and the ability to take a proactive



approach instead of a reactive approach to common issues and outages. It would make life so much easier and mean there would be almost zero interruptions to our services and patient care.

[Interviewer] This makes perfect sense. So you would like a single dashboard showing all your systems, rather than having to switch between the various dashboards, to allow you to be proactive so you can be aware of all your systems all the time, notifying Support of any issues, etc.

[Kumar] Yes, and if the dashboard could create tickets within the various Support Portals and Help Desks we're using, that kind of automation would be ideal.

[Interviewer] What a great idea – to have an automated method of sending in support tickets before you've even detected the issue. Anything else that would make your life easier as an Enterprise Imaging Administrator?

[Kumar] Besides that, getting continuous support and ensuring I continue to grow and develop by continuing my education and training. I have training coming up and that will add to my learning of the database architecture for Radiology Solutions (ASM 220 – Architecture & Support Course). That will not only allow me to better support my site but also to be more collaborative with Change Healthcare. This helps me to communicate ahead of time if I see something that could be a potential issue, and be able to communicate in a language that Change Healthcare Support can understand. By continuing to take these sorts of trainings, I can ensure I'm very specific with what the issue is, and get more granular with the information I pass on, hopefully helping Support resolve the issue quicker. Making sure I continue learning is important to me. I recently got CIIP certification (Certification for Imaging Informatics Professionals) and continue to study online with Harvard business school. I'm also part of SIIM (Society for Imaging Informatics in Medicine) and planning to attend additional conferences. All these trainings add up to make my job easier. The learning never ends, instead it's a gradual process and this truly helps with constantly keeping up with the changing technology.

[Interviewer] That's such a great point and it's interesting you bring up increasing your education and taking these additional courses in order to better support your facility. We definitely find that training helps arm our customers with the tools they need to continue feeling comfortable on the multiple applications and running the various systems.

Question 7: What trends do you see developing in your area that you think are going to positively impact your role / institution / specialty / patients/ etc.?

[Kumar] So going along with the same topic of online training, nowadays everything is online. Having remote options available to us has made a huge difference with our facility's training and support. We don't have to fly anymore, and we can be available to our staff while also being available to attend training online. We don't need to worry about traveling and getting



exposed to whatever is out there (COVID-19, etc.) so we can stay safe. People who are tied up and don't have the bandwidth to get away for 4 days, they can still attend online trainings. This method has been very effective, and I've had great experiences with my online training. Same goes for Support, everything is online now. Sometimes I've actually held up my phone and FaceTimed with Support to show them my modality, to be walked through the process of resolving an issue, especially when we couldn't get onsite support do to COVID. Virtual video meetings have truly helped with this as well. This trend is going to continue, things are going to go more remote. The world is going continue to become more online and this will have a positive impact for everyone.

[Interviewer] So the world is truly going remote now, increasingly so due to COVID, and you think certain things are here to stay, which is a good thing.

[Kumar] Absolutely. How often are staff going to travel if your facility doesn't have the resources for that? There are some very remote locations and travelling can take a lot of time for people in those areas. So due to the time saving and cost saving benefits, a lot of companies are encouraged to have these online training options. Yes, there is definitely a difference between in person and online training, I'm not denying that. But for some facilities it's just not possible to travel.

Everyone has now gotten used to having online conversations, just like you and I are having an online conversation now. I think the ability to do as much as possible online will bring a lot of value to what we do in our profession.

Question 8: What do you get out of the [Change Healthcare Community](#) website?

[Interviewer] Kumar, you've been so active on the [Community](#). Your level of engagement has helped others to get over the initial nervousness of "posting" questions and discussion posts on the Community, so thank you for being so involved and encouraging others to be as well. But what do you get out of the [Community](#)?

[Kumar] It's give and take. I learn from others and I try to share what I already know with others who may not know what products we use and how we use them. The big thing for me is contributing to knowledge sharing as this can have a huge impact. For example, there was a product we were trying to implement and we didn't know how to go about it. After seeing our post on the [Community](#), our Account Executive was able to get us in touch with another customer who uses the product. Things like this make a huge difference.

The information in the [Community](#) is also constantly being added to, including the cheat sheets and training videos. I can download and share these with my technologists, radiologists, cardiologists, etc. Because I can share this with the users, I don't need to create my own videos, I can just send these resources and they follow along. So contributing to knowledge sharing and accessing the resources on [Community](#) are two key things for me. Besides that, it's fun to meet other customers! It's nice to get to know others, where they're



from, their products, their challenges, how to resolve these and so on. It's a learning process and learning from each one another is so valuable.

[Interviewer] It's amazing to witness a customer post a question to [Community](#), and see another customer jump in and respond, and want to help just by sharing their experience. As humans, helping others can be truly rewarding as we know. All members can learn something when knowledge is shared, so this collaboration is valuable. It sounds like you usually download the videos and cheat sheets from [Community](#) and share with the users that way. We also recently added [Learning Paths](#), so you could also have your users and staff go through the Learning Path videos in sequential order and take the included knowledge assessment at the end as well. This can be another good way to test their user comprehensions, which can also benefit your facility.

[Kumar] Yes and we created our own modules for the courses and videos we want our users to take in order to make sure they're comfortable enough to do their job. We make sure they get the tools they need. We want a structure in place for the users to follow so that everyone knows their workflow. If there is a need for additional training or documentation, then we work to provide that to support their workflow.

[Interviewer] Going onsite in the past I remember seeing that users would sometimes pass on their knowledge by word of mouth, information would be passed from user to user and you would lose information along the way or things would get misconstrued fairly quickly, like playing a game of telephone.

[Kumar] Yes, exactly and it's critical to make sure they understand their workflow and that there is no ambiguity. It all comes back to patient care. We need to make sure we are always following the correct processes.

Question 9: What would you like to see more of in the Community?

[Kumar] I received another badge yesterday, and apparently I'm now a "Platinum Member"! So acknowledgment like that is great. For your customers who are engaged, keep encouraging them to stay involved. I'd love to see other members get even more engaged as it would really make a difference for all of us as customers. Having a chat function built into [Community](#), as well as having the Community page integrated with the Support Portal (not just the link) would also make it ideal. So if we could submit tickets directly through an integration between Community and Support, that would be ideal. We need one less Portal to log in to. With more customer engagement we'll get more feedback and input on further ways the [Community](#) can be more helpful to others. You're already doing a great job of keeping up the documentation and videos. Just make sure to keep adding more topics that we as customers can continue to use for our ongoing training needs.



[Interviewer] Thank you for this valuable feedback. When we get the new mobile app, more customers will also be better able to engage with one another. A lot of customers only tend to log in to [Community](#) if they see an email with a question or topic that interests them. The mobile app should help with that. If you're walking around the facility away from your desk, you can just use the app on your mobile device if you have a question to post to [Community](#), or if you just want to keep up with what's happening in real-time on the [Community](#).

Question 10: Do you have anything else you would like to share?

[Kumar] You know me, if I think of something, I'll reach out!

Thank you so much to Kumar for being the first participant in our ongoing Customer Spotlight Series. It was so insightful and uplifting getting to hear your experiences, goals and ideas for the future.

Customers Spotlights will take place every few months and we will be featuring our most active Community members. To get an idea of your Community activity, please scroll down to the bottom of the home page to view the points leaderboard. You can also view your engagement points and badges by going to your profile picture at the top right, then clicking Profile > My Contributions > My Summary.